



**PATIENT HANDBOOK
2014**



15th Medical Group Commander's Welcome Letter

Notes:

Aloha,

On behalf of the men and women of the 15th Medical Group, it is my pleasure to welcome you to our clinic and ohana. Our staff is committed to providing you with timely and quality health care provided by a group of dedicated medical professionals in a safe and customer-friendly environment. Please take a few moments to review the information presented in this handbook. It will inform you of our services and gives you the points of contact to help access your health care. We have patient advocates throughout our the medical group who are dedicated to addressing and resolving your concerns. We also welcome and encourage your suggestions to improve our service. Again, welcome and mahalo for trusting us with your medical care.

VIRGINIA GARNER, Colonel, USAF, NC
Commander, 15th Medical Group

Frequently Called Phone Numbers

Appointment Line - (808) 448-6000

15 MDG Patient Advocate - (808) 448-6335

Family Member Relocation Coordinator (FMRC)
(808) 448-6337

Release of Information - (808) 448-6130

Beneficiary Counselor & Assistance Coordinator
(BCAC)
(808) 448-6125

United Healthcare Military & Veterans Customer
Service - 1-877-988-WEST (9378)

15th Medical Group Information

15 MDG Website: <http://www.15wing.af.mil/units/15mdg.asp>

Facebook: <http://www.facebook.com/pages/AFMS-Hickam-15th-Medical-Group/119312248115631>

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Mission and Vision

CORE VALUES: Integrity first, Service before self, Excellence in all we do.

MISSION: Provide world class, patient-centered medical care to America's heroes and their families in the Pacific and Abroad.

VISION: Delivering the Ultimate Healthcare Experience

AIR FORCE MEDICAL SERVICE MISSION STATEMENT:

The Air Force Medical Service mission is to ensure maximum war-time readiness by developing and operating a comprehensive community-based health care system that maintains the health and morale of Air Force members by providing or arranging timely, quality medical service for all active duty members, their families, and beneficiaries. During contingencies, this health care system must rapidly expand, mobilize, and deploy to provide medical support to Air Force operations worldwide.

ACCREDITATION: The 15 MDG has been fully accredited by the Association for Accreditation of Ambulatory Health Care. Our laboratory is accredited by the College of American Pathologists. Accreditation by these organizations means the 15 MDG meets or exceeds nationally developed standards which measure excellence in patient care.

15 MDG GENERAL INFORMATION

Hours of Operation: The clinic is open 0730-1630 Mon-Fri and the Dental Clinic is open 0700-1600 Mon-Fri. The clinic is closed for all federal holidays, PACAF family days, weekends, and the third Thursday of each month.

Please note the clinic opens its doors at 0830 the first Friday of every month and starts seeing patients at 0900 hrs due to the wing fun run.

COMMUNITY RESOURCES:

Tripler Army Medical Center

Address:

1 Jarrett White Road

Honolulu, HI

Information: (808) 433-6661

Website: <http://www.tamc.amedd.army.mil>

Emergency Room services are available

Customer Relations Office (Patient Advocate)
(808) 433-6336

Makalapa Clinic (Naval Health Clinic Hawai'i)

Address:

1253 Makalapa Road Bldg 1407

Joint Base Pearl Harbor-Hickam, HI

Information: (808) 473-1880

Emergency Room services are not available

TRICARE Contact Numbers:

TRICARE Information Service (Beneficiary & Program Information) 1-877-988-9378

DMDC Support Office (DEERS Eligibility/update information)
1-800-538-9552

TRICARE Mail Order Program (Pharmacy)
1-877-363-1303

TRICARE OPERATIONS AND PATIENT ADMINISTRATION (TOPA)

Location: 755 Scott Circle, Bldg 559, A & B-Wing, 1st floor

Phone: (808) 448-6120

Beneficiary Counselor & Assistance Coord - (808) 448-6125

Patient Advocate: (808) 448-6318

The TOPA office is located next to the Pharmacy in the A-wing. They provide assistance to beneficiaries in the following areas: medical evaluation boards (MEBs), referral management (RM), medical claims, health benefits information, medical debt collection, dental plan information, patient eligibility, patient registration and Tricare Prime patient travel.

The Medical Records office is located in B-Wing, 1st floor and provides copies of medical records.

Emergency Care: 15 MDG **does not** have emergency services. For possible loss of life, limb or eyesight, call 911 or go to the nearest Emergency Room.

Access to Care Standards: Acute* ("same day") appointment requests will be addressed within 24 hours while routine appointment requests will be addressed within 7 days and specialty/wellness appointment requests will be addressed within 28 days.

*Dependents requiring a same-day appointment may be offered the option to be seen at one of the local civilian urgent care clinics.

Scheduling Appointments: The appointment line phone number is 448-6000. Please review each duty section's information on scheduling appointments and whether walk-in capabilities are available.

No Sick Call: The 15 MDG does not have walk-in sick call. If you are active duty and sick or injured, please call 448-6000 to schedule an acute appointment.

TRICARE Online (TOL): TRICARE Prime patients can schedule most appointments by using TRICARE Online. Patients can go to <http://www.tricareonline.com> to register and then schedule appointments 24 hours a day, 7 days a week. Appointments made on TOL can also be cancelled online.

MiCARE: MiCare is a secure messaging web based system that allows patients to communicate with their health care team. Patients can request appointments, ask non-urgent health questions, request medication refills, request referral information and even search an online medical education library. To register, you must bring your ID to any of the clinic front desks where they will verify your identity and send you an email invitation (please check your junk mail for your invitation). Follow the instructions in the email and you will be able to communicate with your healthcare team.

Appointment Preparation: Be prepared for your appointment. Bring a list of your concerns and other information regarding your illness or injury. It is helpful to bring a list of current medications, vitamins and any herbs or minerals you may be taking. Non-active duty patients, please bring any other health insurance (OHI) you may have or your OHI card issued by the 15 MDG.

Identification & Eligibility: You must bring a valid, unexpired and non-mutilated Department of Defense identification card to every visit. Dependents 10 years of age and older are required to have their own ID card.

Arrival Time for Appointments: The 15th MDG appointment policy requires patients to check-in for their medical appointment no later than the time of their scheduled appointment. The Dental Clinic requires patients to check-in 15 minutes prior to their scheduled appointment time.

“No Show” Policy: A no show is any patient who fails to show for a scheduled appointment or fails to cancel within 2 hours of the appointment. If the appointment is before 0900, patients must cancel by COB the duty day prior. To cancel an appointment please call 448-6000 or cancel via TRI-CARE Online.

Training Day: The entire 15 MDG is closed on the third Thursday of each month for mandatory readiness training. Patients can still schedule appointments and leave messages by calling 448-6000. Patients may also schedule appointments by using TRICARE online at <http://www.tricareonline.com>.

Nurse Advice Line (Coming soon): The CONUS nurse advice line will give patients an avenue to call and receive immediate advice from a registered nurse 24 hrs a day, 7 days a week. The nurse advice line will provide follow up/self care advice, assist patients who need urgent care (by booking into MTF appointments or directing to UCC). The nurse advice line is expected to begin by April 2014.

Referral Management Center (RMC)

Location: 755 Scott Circle, Bldg 559, A-Wing 1st Floor
Phone: (808) 448-6000 (option 3, then option 1)

Referral Process:

Once a referral is entered by a provider, it will be reviewed by the Military Treatment Facility (MTF) specialty clinic to determine whether the care requested can be performed at their facility and within access to care (ATC) standards (TRICARE requires an appointment within 28 days from the time the referral was ordered). You have the right to request to be seen within the civilian sector if the MTF is unable to meet ATC.

If care can be provided at Tripler Army Medical Center (TAMC), you will be notified by phone within 3-5 duty days to schedule an appointment. **(Ensure your contact number is updated in DEERS)**, or you may call TAMC Central Appointment Line (808) 433-2778.

If the specialty care is not available at TAMC or within ATC, your referral will be directed to the Hawaii Referral Center for processing to United Health Care (UHC) for coordination with a civilian provider. You should receive your referral authorization letter within 10-14 business days. **(Ensure your mailing address is updated in DEERS)**.

Upon receipt of the authorization number you will then be able to book an appointment with your provider. Please call 1-877-988-WEST to activate or deactivate your referral. If your off-base specialist believes you need additional medical services, the specialist should contact UHC to request additional authorization for care.

UHC does not process referrals for NATO family members, you may contact the RMC for further assistance.

If you have questions regarding your referral, please call 1-877-988-WEST or the RMC.

DIAGNOSTIC IMAGING (RADIOLOGY)

Location: 755 Scott Circle, Bldg 559 A-Wing, 2nd floor

Phone: (808) 448-6168

Patient Advocate: (808) 448-6168

Available services: Routine X-rays. For safety reasons, children are not allowed in the exam rooms unless they are the patient.

Diagnostic imaging staff cannot provide test results to patients. All results will be provided by the ordering provider. If you need a copy of your x-rays for an appointment off-base, you may request a copy during our walk-in hours. Due to cost, copies cannot be provided for personal use.

HUMAN PERFORMANCE AND REHABILITATION CENTER (HPARC)

Location: 755 Scott Circle, Bldg 1113 (next to base gym)

Phone: (808) 448-6170

Patient Advocate: (808) 448-6137

The HPARC mission is to treat all patients with a physical, nutritional, and sports-medicine team approach that provides a seamless transition from injury to full recovery, in one direction; and a preventative care model in the opposite direction.

Most HPARC services are open to active duty, retirees, reservists, family members, and base civilian employees. Some programs are limited to active duty only. Services provided include: Blood Pressure Screening, Body Fat Analysis (BOD POD), Commissary Tours, Exercise Counseling, Gait Analysis, Nutrition Classes/Counseling, PTL Training, and Tobacco Cessation.

In-Area After Hours/Weekend/Holiday Care: If you believe you need care after hours but your health concern is not an emergency, call 448-6000. You will be directed to the on-call provider who will assess your needs and may authorize you to seek care at a civilian urgent care center.

Out of Area Care: If you are traveling out of the local area, you are authorized to seek emergency care without pre-authorization. For urgent care, pre-authorization is required. Call United Health at 1-877-988-9378.

Wing Readiness Training/Exercises: The 15 MDG participates in wing-sponsored training and exercises that may disrupt services. We will take steps to avoid appointment cancellations, but your care may be delayed and/or disrupted due to exercises.

Inclement Weather: In the case of inclement weather, patients should watch local TV stations, listen to local radio stations, or visit the <http://www.15wing.af.mil/> website for the latest information regarding base and clinic accessibility.

If Joint Base Pearl Harbor-Hickam is closed due to inclement weather, the 15 MDG is also closed for all services and all patient appointments for the closed base are cancelled. The clinic staff will contact patients as soon as possible to reschedule cancelled appointments the next duty day.

Patients with Disabilities: The 15 MDG works to meet the requirements of the Americans with Disabilities Act (ADA). If you encounter physical or communication barriers in the clinic, please ask a staff member for assistance. The clinic can provide you with assistance including wheelchairs for use in the clinic, interpreters and translators, and assistance reading or filling out forms or using the computers.

Smoking Policy: The 15 MDG is a tobacco-free campus.

Family Members Under 18 Years of Age: Family members under the age of 18 must be accompanied by a parent or legal guardian or have in their possession a Proclamation of Emancipation to obtain care. In an emergency, staff will attempt to contact the next of kin to obtain permission for treatment. However, these patients will be treated and/or transported as required in emergency situations.

Patient Advocacy Program: The 15th Medical Group is dedicated to providing our patients with quality health care in a safe, customer friendly environment. We encourage you to fill out a patient comment card after your visit. We value your feedback and use your recommendations to improve care. Designated clinic advocates are available to address any dissatisfaction with your treatment, care, customer service or patient safety concerns. Please visit or call our 15th Medical Group Patient Advocate at (808) 448-6335, if you require assistance or have concerns that cannot be resolved with the clinic patient advocate.

Medical Records Out-processing for Active Duty and family member PCS: Members should provide the Medical Records office with 2 copies of their orders **no earlier than 5 duty days prior to their final base out-processing date.** Medical records will then be mailed to the gaining duty station. Members on Personnel Reliability Program (PRP) and Fly status will hand-carry their medical records and may pick them up no earlier than 5 duty days prior to their final base out-processing date. Please visit the Medical Records customer service window located in the B-wing, on the 1st floor to out-process. Please call (808) 448-6130 if you have questions.

PHARMACY

Location: 755 Scott Circle, Bldg 559 A-Wing, 1st floor

Phone: (808) 448-6000 (option 2 then option 1)

Refill line: (808) 448-6241, option 5

Fax line: (808) 448-448-6740

Patient Advocate: (808) 448-6261

The pharmacy fills prescriptions for all eligible uniformed service members, retirees, and family members, including beneficiaries age 65 and older. The pharmacy fills prescriptions written by our military providers as well as civilian providers. Prescriptions from civilian providers need to be faxed by the civilian provider to the 15 MDG Pharmacy or hand carried by the patient. Your TRICARE benefit covers all prescription medications on the Oahu Tri-Service Formulary (<http://www.tamc.amedd.army.mil/services/Pharmacy/pymenu.htm>). If written by your provider, most medications are available as a 90 day supply. Refills are available by calling the automated refill line at 448-6241, option 5. You will be asked to enter the prescription number and the sponsor's last four digits of their social security number. Refills called in before 1200 will be ready for pick-up after 1200 the following day. Refills called after 1200 will be ready after 1200 two business days later.

LABORATORY

Location: 755 Scott Circle, Bldg 559, A-Wing, 2nd floor

Phone: (808) 448-6000 (option 2 then option 3)

Patient Advocate: (808) 448-6760

The Laboratory staff cannot provide test results to patients. All results will be provided by the ordering provider.

ALLERGY/IMMUNIZATION CLINIC

Location: 755 Scott Circle, Bldg 559, C-Wing, 1st floor

Smallpox Clinic: Wed. at 1400

Allergy/Immunotherapy: Tues & Thurs

Allergy Shot Clinic: 0730-1145 & 1300-1600 Mon/Tue/Th/Fri
0730-1145 & 1300-1400 Wed

Walk in Hours: Tue 0730-1115 & Thu 1300-1530

Appt Only Hours: Tue 1300-1530 & Thu 0730-1115

Appointments: 448-6000 (option 2, then option 4)

Patient Advocate: (808) 448-6275

* For the safety of our patients, each patient must wait in the clinic for 30 minutes after receiving allergy injections to ensure there is no adverse reaction to the injection.

Services are provided to active duty, retirees, and their dependents. Immunizations are given on a walk-in basis, Monday - Friday. TB tests are administered everyday with the exception of Thursday's. TB tests must be read within 48-72 hours after placement. This clinic does not conduct allergy testing, referrals are sent to Tripler Army Medical Center (TAMC). The clinic can complete immunizations forms for school/day care.

PUBLIC HEALTH

Location: 755 Scott Circle, Bldg 559, C-Wing, 1st & 2nd floor

Phone: 1st Floor: (808) 448-6345, 2nd floor: 448-6245

Patient Advocate: (808) 448-6146

Public Health provides the following services:

C-Wing, 1st floor -- deployment and travel medicine, public and food facility inspections, approval of temporary food booths, and communicable disease prevention

C-Wing, 2nd floor -- Preventive Health Assessment (PHA), medical clearances for PCS/Special Duty/security clearance/retraining, and occupational hearing testing

Medical Records Out-processing for Retirement and

Separation: Member should provide the Medical Records department with 2 copies of their orders **no later than 4 months prior to their final base out-processing date** in order to allow time if medical record copies are requested.

Release of Information: As required by the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and the Privacy Act of 1974, your medical information is protected and cannot be released without proper authorization. To have access to your adult dependent's or sponsor's health information will require that individual complete an authorization form. All beneficiaries are authorized one complete copy of their medical record (free of charge). To request a complete, partial or updated copy or to fill out an authorization form visit the Medical Records customer service window. For questions please call (808) 448-6130.

Fire Alarms: For your protection, fire alarm pull boxes are placed throughout the clinic. The Federal Fire Department Hawaii conducts routine fire drills during duty hours. Please follow guidance from staff members when any alarm sounds.

Safety: If you have any concerns about your safety or think there was a mistake in patient care or medication, please tell a clinic supervisor or any patient advocate.

Other Health Insurance (OHI): Congress has mandated that all Department of Defense MTFs bill private insurance carriers for care provided to retirees and Active Duty family members which are covered by OHI. The OHI annual card allows us to collect necessary information about additional insurance you may have. The OHI card should be presented at every visit to the MTF and is required to be updated annually or when there is a change in coverage. We recently upgraded our system to the Electronic 2569 (e-2569), which has made the process quicker. Please ensure that if you do have OHI, that you bring your private insurance card with you to update our system.

Hickam Clinics & Services: Location, Hours, Phone Numbers, Services

AEROSPACE (FLIGHT) MEDICINE

Location: 755 Scott Circle, Bldg 559, C-Wing 2nd floor
 Appointments: (808) 448-6000 (option 1, then option 1, then option 3)

Patient Advocate: (808) 448-6149

The Aerospace Medicine Clinic provides health care services to 1,300 flying, space, missile operations, special operational duty personnel, active duty guard and reserve members on flying or controlling status, the Fire Department and Life Support personnel. Primary goals are to ensure medical readiness and optimize the health and wellness of our air and space war fighters. Personnel in uniform and on duty have priority. FAA physicals are not available at this facility.

Aerospace Medicine Walk-in Services (no sick call):
 Return To Flying Status (RTFS)/Return to Controlling Status (RTCS): 0745-0815 and 1245-1315 Mon - Fri.

On-Call Flight Surgeon Phone for in-flight emergencies:
 808-590-1154

In-processing/out-processing for enrollees:
 0730-1630 Mon.- Thurs.; 0730-1200 Fri.

Throat cultures, pregnancy tests, B-12 shots, serial blood pressure checks: 0730-1630 Mon. - Fri. (except Wed. 0730-1500) These services are provided by medical technicians and nurses. If the patient needs to see a provider, he/she will need to call (808) 448-6000 to schedule an appointment.

Initial Flying Class Physicals are started with Public Health. Report to clinic on second floor C-Wing for checklist and instructions.

is by appointment only. Active duty personnel in Dental Readiness Class 3 & 4, flying status and mobility personnel have first priority for appointments to maintain readiness status. After hours emergencies, please call (808) 448-6000 and follow the voice prompts to contact the Dental Provider on-call.

PHYSICAL THERAPY

Location: 755 Scott Circle, Bldg 1113 (next to base gym)
 Appointments: 448-6000 (option 1, then option 4, then option 3)

Patient Advocate: (808) 448-6137

The Hickam Physical Therapy Clinic provides outpatient physical therapy services for orthopedic, sports, and neuromuscular conditions. A referral is required from your Primary Care Manager (PCM) to be seen in the Physical Therapy clinic. Services are provided primarily to TRICARE Prime enrollees with priority given to Active Duty patients. In addition to evaluation and treatment at the Health Performance and Rehabilitation Center, the physical therapy clinic hosts a weekly Aquatic Physical Therapy class and monthly Low Back Pain class.

All initial Physical Therapy Referrals are valid for 28 days. Please contact your PCM for a referral and then call the Central Appointments Line to schedule an appointment at 448-6000.

Please bring appropriate gym attire including shorts/shirt that allow for evaluation of extremities.

The clinic provides eye exams for spectacle prescriptions, limited contact lens exams and management of ocular disease. If you need a routine eye exam for new glasses, please call the appointment line. You do not need a referral. If you wear contact lenses, please wear them to your appointment and bring your contact lens prescription and your glasses. Your eyes may be dilated during the exam.

MENTAL HEALTH CLINIC

Location: 755 Scott Circle, Bldg 554

Active Duty Emergency Walk-ins: Daily during normal duty hours 0730-1630

Appointments: 448-6000 (option 1 then option 3)

Patient Advocate: (808) 448-6377

The Mental Health Clinic provides services for active duty members who have concerns with anxiety, depression, stress, occupational problems, or other psychological concerns. The Mental Health Clinic offers individual therapy and a variety of psycho educational classes, including distress tolerance, improving sleep, social skills building and others upon request. The Mental Health Clinic also includes the Alcohol and Drug Abuse Prevention and Treatment program (ADAPT) which provides evaluation and treatment of substance misuse. The Family Advocacy Program, which offers services for domestic violence counseling and parenting concerns, is provided by the Navy. Family Advocacy can be reached at 474-1999.

DENTAL CLINIC

Location: 755 Scott Circle, Bldg 559

Appointments: 448-6000 (option 1 then option 2)

Hours: 0700-1600

Patient Advocate: (808) 448-6386

The Dental Clinic provides comprehensive dental care for active duty personnel only. Active Duty Dental Sick Call

Annual physicals are required for all active duty personnel. Please schedule your annual PHA up to two months prior to your birth month. PHAs are required regardless of AFSC or job position.

Fasting requirements for a lipid panel, if required, are no food/liquids except water for 12 hours and no alcohol for 72 hours. If you are required to fast for your appointment, you will be instructed to do so by the staff when your appointment is made. If you wear contacts please wear glasses for the PHA appointment.

A reminder will be sent to your military email account 1 week prior to your appointment. The patient should anticipate an appointment length of 1-2 hours as the appointment will include time for vision and hearing exams as well as the provider visit. Failure to show within 10 minutes after appointment time or not having the AF WEB HA completed will result in a No-Show and the appointment will need to be rescheduled for another day.

The AF Web HA can be found on the AF Portal home page and needs to be completed within 30 days of scheduled appointment day.

If you have any questions regarding your appointment date and time or need to reschedule please call 448-6140

FAMILY HEALTH CLINIC

Location: 755 Scott Circle, Bldg 559 C-Wing, 1st floor

Phone: (808) 448-6000 (option 1, then option 1, then option 1)

Patient Advocate: (808) 448-6100

The Family Health Clinic provides primary care services to TRICARE Prime beneficiaries enrolled to 15 MDG clinic by appointment only. For safety reasons, please bring only children who are scheduled for an appointment to the clinic.

Family Health Nurse-Tech Clinic is by appointment only to include 3-day blood pressure checks, throat cultures, suture removals, B-12 or testosterone injections, follow-up wart freezes and Depo-Provera injections. Pregnancy testing requests are by telephone consult only. The patient will not see a provider during nurse-tech visits.

You may request a telephone consultation from your provider/nurse by calling (808) 448-6000. Based on the time and acuity of your telephone request the nurse will attempt to contact you within 72 hrs (3 business days) or as soon as possible. Telephone consults are continuously triaged daily.

PEDIATRIC CLINIC

Location: 755 Scott Circle, Bldg 559, A-Wing, 1st floor
Appointments: (808) 448-6000 (option 1, then option 1, then option 2)

Patient Advocate: (808) 448-6282

The Pediatric Clinic provides services by appointment only to TRICARE Prime 15 MDG Pediatrics Clinic enrolled patients, from newborn to 18 years.

Walk-In Services: 0800-1130 & 1300-1500,
Monday - Friday, for weight checks, throat cultures, follow-up wart freezing/removal, and suture removals. Patients will not see a provider for these services.

The Pediatric Clinic provides Point of Service immunizations for patients following their appointment with the provider.

Walk-in immunization services will be provided by the Immunization Clinic.

Forms/Letters: Forms or letters needing a physician signature for school or daycare can be left at the front desk of the Pediatric Clinic. Our goal is to get the forms/letters back to you as soon as possible, however, it may take up to 72 hours.

Newborn Checks: Please call the appointment line (808) 448-6000 to make an appointment for your baby within 72 hours after discharge from the hospital.

You may request a telephone consultation from your provider or nurse by calling 448-6000. The nurse will attempt to contact you by the end of the duty day based on the time and acuity of your telephone request. It may take up to 72 hours to receive a call back from the provider or nurse.

WOMEN'S HEALTH CLINIC

Location: 755 Scott Circle, Bldg 559, C-Wing, 1st floor
Appointments: (808) 448-6000 (option 1, then option 4, then option 2)

Patient Advocate: (808) 448-6335

The Women's Health Clinic provides gynecological services from adolescent through geriatric by appointment only. Services include routine well woman exams, postpartum care, family planning, contraception, menopause, menstrual problems, vulvar/vaginal issues, and management of cervical dysplasia. Obstetrics services are provided through Tripler Army Medical Center (TAMC). Please call your PCM to request a pregnancy test and for Depo Provera injections.

OPTOMETRY

Location: 755 Scott Circle, Bldg 559, C-Wing, 2nd floor
Appointments: (808) 448-6000 (option 1, then option 4, then option 1)

Patient Advocate: (808) 448-6165

The Optometry Clinic provides services to TRICARE Prime enrollees by appointment only. Priority is given to AD members. Family members and retirees are seen on a space available basis only. The clinic provides prescription eyeglasses to active duty and retired members.